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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/727,841	11/30/2000	Mark Buonanno	CSCO-2894	3913

7590

06/07/2004

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EXAMINER

BAYARD, DJENANE M

ART UNIT PAPER NUMBER

2141

DATE MAILED: 06/07/2004

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary

Application No.

09/727,841

Applicant(s)

BUONANNO ET AL.

Examiner

Djenane M Bayard

Art Unit

2141

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 30 November 2000.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-32 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-32 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
- ☐ Certified copies of the priority documents have been received.
 - ☐ Certified copies of the priority documents have been received in Application No. _____.
 - ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|--|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413)
Paper No(s)/Mail Date. _____ |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | 5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152) |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____ |

DETAILED ACTION

Claim Rejections - 35 USC § 103

1. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

2. Claims 1-2, 4, 6-7, 9, 13-15, 17, 19, 21, 25, 27-29, 30-32 are rejected under 35 U.S.C. 103(a) as being unpatentable over U.S. Patent Application No. 2001/0032263 to Gopal et al in view of U.S. Patent No. 6,289,333 to Jawahar et al.

a. As per claims 1, 15, 25 and 29, Gopal et al teaches a method for handling exceptions in a business-to-business transaction, comprising the steps of: monitoring an internet gateway, through which the business-to business transaction passes for exceptions, wherein if an exception is detected: automatically locating an authorized representative; automatically notifying the authorized representative of the exception (See page 2, paragraph [0021]); However, Gopal et al fails to teach automatically establishing a collaboration session between representatives of the business-to-business transaction.

Jawahar et al teaches establishing a collaboration session between representatives of the business-to-business transaction (See col. 2, lines 12-17).

It would have been obvious to one with ordinary skill in the art at the time the invention was made to incorporate establishing a collaboration session between representatives of the business-to-business transaction as taught by Jawahar et al in the claimed invention of Gopal et al in order to retrieve resources provided from one client to the other client (See page 2, lines 16-18)

Art Unit: 2141

b. As per claims 2, 26 and 30, Gopal et al teaches wherein an intelligent contact manager to automatically locate the authorized representative (See page 2, paragraph [0021]).

c. As per claims 4 and 17, Gopal et al in view of Jawahar et al teaches the claimed invention as described above. However, Gopal et al fails to teach wherein the collaboration session comprises web collaboration.

Jawahar et al teaches wherein the collaboration session comprises web collaboration (See col. 18, lines 39-50).

It would have been obvious to one with ordinary skill in the art at the time the invention was made to incorporate wherein the collaboration session comprises web collaboration as taught by Jawahar et al in order to enable collaboration (See col. 18, lines 38-39).

d. As per claim 6, Gopal et al teaches using a unified communication system to automatically notify the authorized representative of the exception (See page 2, paragraph [0021]).

e. As per claims 7 and 19, Gopal et al teaches wherein the unified communication system comprises voice messaging, email messaging, and fax messaging (See page 2, paragraph [0021]).

f. As per claims 9 and 21, Gopal et al teaches detecting the exception by a timer expiration, transaction exception, or network exception (See page 9, paragraph [0021]).

g. As per claims 13, 27 and 31, Gopal et al teaches wherein the business-to-business transaction is handled through e-mail and LDAP containing XML data (See page 2, paragraph [0009 and 0021]).

h. As per claims 14, 28 and 32, Gopal et al teaches wherein the exception is handled by email (See page 2, paragraph [0021]).

3. Claims 3 and 16 are rejected under 35 U.S.C. 103(a) as being unpatentable over U.S. Patent Application No. 2001/0032263 to Gopal et al in view of U.S. Patent No. 6,289,333 to Jawahar et al. as applied to claim 2 above, and further in view of U.S. Patent Application No. 2004/0049562 to Kikinis.

a. As per claims 3, 16, Gopal et al teaches wherein the intelligent contact manager comprises the functions of pre-routing, post-routing (See page 3, paragraph[0024]). However, Gopal et al in view of Jawahar et al fails to teach wherein the intelligent contact manager comprises the functions customer-profile, computer telephony integration, enterprise-wide reporting, web interaction, remote agent support, voice recognition integration, and workforce management integration.

Kikinis teaches wherein the intelligent contact manager comprises the functions customer-profile, computer telephony integration, enterprise-wide reporting, web interaction, remote agent support, voice recognition integration, and workforce management integration (See page 3, paragraph[0024] and page 5, paragraph[0043]).

It would have been obvious to one with ordinary skill in the art at the time the invention was made to incorporate wherein the intelligent contact manager comprises the functions as taught by Kikinis in the claimed invention of Gopal et al in view of Jawahar et al in order to transmit data over networks as data packets 9see page 1, paragraph[0003]).

4. Claims 5, 8, 18, 20 are rejected under 35 U.S.C. 103(a) as being unpatentable over U.S. Patent Application No. 2001/0032263 to Gopal et al in view of U.S. Patent No. 6,289,333 to Jawahar et al. as applied to claim 4 above, and further in view of U.S. Patent Application No. 2002/0194272 to Zhu et al.

Art Unit: 2141

a. As per claims 5 and 18, Gopal et al in view of Jawahar et al teaches the claimed invention as described above. However, Gopal et al in view of Jawahar et al fails to teach wherein the web collaboration comprises page sharing, follow-me, form share, text chat, application demonstration, application sharing, and white boarding functions.

Zhu teaches wherein the web collaboration comprises page sharing, follow-me, form share, text chat, application demonstration, application sharing, and white boarding functions (See page 1, paragraphe [0006])

It would have obvious to one with ordinary skill in the art at the time the invention was made to incorporate wherein the web collaboration comprises page sharing, follow-me, form share, text chat, application demonstration, application sharing, and white boarding functions as taught by Zhu in the claimed invention of Gopal et al in view of Jawahar et al in order to allow better communications between the two parties (See page 1, paragraph[0006]).

b. As per claims 8 and 20, Gopal et al in view of Jawahar et al teaches the claimed invention as described above. However, Gopal et al in view of Jawahar et al fails to teach wherein the unified communication system comprises a telephone call, a sequence of contacts, an SMS message to a called party's pager or cell phone, or incoming calls being routed through a series of telephone numbers based on peer, person, or LDAP list.

Zhu teaches wherein the unified communication system comprises a telephone call, a sequence of contacts, an SMS message to a called party's pager or cell phone, or incoming calls being routed through a series of telephone numbers based on peer, person, or LDAP list (See page 1, paragraph [0006])

It would have been obvious to one with ordinary skill in the art at the time the invention was made to incorporate wherein the unified communication system comprises a telephone call, a sequence of contacts, an SMS message to a called party's pager or cell phone, or incoming calls being routed through a series of telephone numbers based on peer, person, or LDAP list as taught by Zhu et al in the claimed invention of Gopal et al in view of Jawahar et al in order to handle calls from a number of customers (See page1, paragraph [0005]).

Art Unit: 2141

5. Claims 10-12, 22-24 are rejected under 35 U.S.C. 103(a) as being unpatentable over .S. Patent Application No. 2001/0032263 to Gopal et al in view of U.S. Patent No. 6,289,333 to Jawahar et al as applied to claim 1 and 22 above, and further in view of U.S. Patent Application No. 2002/0049622 to Lettich et al.

a. As per claims 10 and 22, Gopal et al in view of Jawahar et al teaches the claimed invention as described above. However, Gopal et al in view of Jawahar et al fails to teach handling exceptions corresponding to demand planning.

Lettich et al teaches demand planning. (See 15, paragraph [0294]).

It would have been obvious to one with ordinary skill in the art at the time the invention was made to incorporate demand planning as taught by Lettich et al in the claimed invention of Gopal et al in view of Jawahar et al in order to enable companies to meet the challenges of rising global networks (See page 1, paragraph [0003])

b. As per claims 11 and 23, Gopal et al in view of Jawahar et al teaches the claimed invention as described above. However, Gopal et al in view of Jawahar et al fails to teach wherein business-to-business (B2B) processing utilizes the engine to perform steps of requisitioning, purchasing, approval, ordering, receiving, distribution, payment, and measurement.

Lettich et al teaches wherein business-to-business (B2B) processing utilizes the engine to perform steps of requisitioning, purchasing, approval, ordering, receiving, distribution, payment, and measurement (See page 2, paragraph [0023]).

It would have been obvious to one with ordinary skill in the art at the time the invention was made to incorporate wherein business-to-business (B2B) processing utilizes the engine to perform steps of requisitioning, purchasing, approval, ordering, receiving, distribution, payment, and measurement as taught by Lettich et al in the claimed invention of Gopal et al in view of Jawahar et al in order to enable companies to meet the challenges of rising global networks (See page 1, paragraph [0003])

c. As per claims 12 and 24, Gopal et al in view of Jawahar et al teaches the claimed invention as described above. However, Gopal et al in view of Jawahar et al fails to teach the step of handling exceptions corresponding to procurement processes.

Lettich et al teaches wherein the exception corresponds to procurement processes (See page 2, paragraph [0023]).

It would have been obvious to one with ordinary skill in the art at the time the invention was made to incorporate wherein the exception corresponds to procurement processes as taught by Lettich et al in the claimed invention of Gopal et al in view of Jawahar et al in order to enable companies to meet the challenges of rising global networks (See page 1, paragraph [0003])

Conclusion

6. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Djenane M Bayard whose telephone number is (703) 305-6606. The examiner can normally be reached on 7:00 AM-4:30 PM.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Rupal Dharia can be reached on (703) 305-4003. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

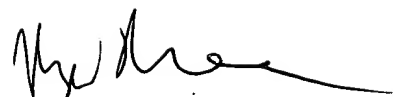
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Application/Control Number: 09/727,841
Art Unit: 2141

Page 8

Djenane Bayard

May 26, 2004



RUPAL DHARIA
SUPERVISORY PATENT EXAMINER